

CUSTOMER SERVICE HELPLINES

No	Issuers/acquirers	Helpline Numbers
1	Aeon credit service	603 2719 9999 (Customer Service Hotline – Cardholders) 603 2721 8490 (Merchant Helpdesk) 603 7956 8166 (Terminal Support Hotline)
2	Affin Bank Berhad	Issuer: 603 55223000 (Contact Centre) 603 20286364 (Cards Business Customer Service Support Team) Acquirer: 603 6286 5222 (GHL Helpline) 1800 882 229 (Wirecard Helpline) 603 2028 6333 (Cards Business Merchant Support Team)
3	Agrobank Berhad	Contact centre number: 1300 88 2476 603 2079 0600
4	Alliance Bank Berhad	603 5516 9988
5	AlRajhi Bank Berhad	1300 82 6000 (Domestic) 603 2332 6000 (International)
6	Ambank Berhad	603 2178 8888 (Cardholders) 603 2167 7800 (Merchants)
7	Bank Islam Malaysia Berhad	603 2690 0900
8	Bank Simpanan Nasional	1300 88 1900 (Toll Free) 603 2613 1900 (Direct Line)
9	Bank Kerjasama Rakyat Malaysia	603 2693 6880
10	Bank Muamalat Malaysia Berhad	1300 88 8787
11	Bank of China Malaysia Berhad	603 2059 5566
12	Bigpay Malaysia Sdn Bhd	Big prepaid Mastercard: 1300 13 3388 (Domestic) 60(3) 7662 9200 (International) Airasia Ezpay Passport: 1300 30 8888 (Domestic) 603 2718 5100 (International)
13	CIMB Bank Berhad	603 6204 7788 (Cardholders) 603 6204 7733 (Merchants)
14	Citibank Berhad	603 2383 0000 (Issuing-Citiphone) 603 6286 5222 (Acquiring-Citi Main Terminal Vendor-GHL)

15	Finexus Cards Sdn Bhd	603 8318 3100
16	First Data Merchant Solutions	603 6207 4888 603 9212 0500 (Terminal Related Issues)
17	Hong Leong Bank Berhad	603 7626 8899 (Contact Centre) 603 2773 0100 (Merchant Helpdesk) – <i>Office Hours</i> 603 9200 8001 (Paysys) 603 7956 8166 (Cardbiz) 25603 9212 7900 (Fasspay) 603 7843 1633 (Dataprep) 1800 88 8837 (Sensation Network)
18	HSBC Bank Berhad	<u>Credit/Debit Cards</u> HSBC Premier & Amanah Premier (Banking & Cards) 1300 88 9393 (Domestic) 603 8321 5222 (International) – Credit Card 603 8321 5208 (International) – Debit Card HSBC Bank Malaysia (Banking & Cards) 1300 88 1388 (Domestic) 603 8321 5400 (International) HSBC Amanah (Banking & Cards) 1300 80 2626 (Domestic) 603 8321 5200 (International) HSBC Credit Card/-I Activation & Card Pin Hotline (Cards) 603 8321 8999 <u>Commercial/Business Card</u> HSBC Bank Malaysia (Banking & Cards) 1300 88 1128 (Domestic) 603 8321 5511 (International)
19	Industrial and Commercial Bank Of China (M) Berhad	1800 18 5588 (Domestic) 603 2788 1600 (International)
20	Kuwait Finance House	1300 888 534
21	Managepay Services Sdn Bhd	1700 81 6729
22	Malayan Banking Berhad	1300 88 6688 (Cardholders) 603 2032 1034 (Merchants)

23	OCBC Bank Berhad	603 8317 5000 (Cardholders) 603 2783 3900 (Merchants)
24	Public Bank Berhad	603 2176 8000 (Credit Card) 603 2179 5000 (Debit Card) 603 2176 8080/ 603 2176 8111 (Merchants)
25	Revenue Solution Sdn Bhd	60 39212 0500
26	RHB Bank Berhad	603 9206 8118 (Cardholders) 603 2171 5555/5411/5091 (Merchants)
27	Sinopay Malaysia Sdn Bhd	603 9226 1060 (Office) 017 3357 778 (Hotline)
28	Standard Chartered Bank Berhad	1300 888 888 (Domestic) 603 7711 8888 (International)
29	Synergy Cards Sdn Bhd	603 5191 2229
30	United Overseas Bank (M) Berhad	24 hour UOB call centre: 603 26128 121 (Kuala Lumpur) 604 2401 121 (Penang) 607 2881 121 (Johor Bahru) 6082 287 121 (Kuching) 6088 477 121 (Kota Kinabalu) Merchant Hotline: 603 7787 7218/19 (Helpdesk) - Monday to Thursday (8.45 AM-5.45 PM) - Friday (8.45 AM-4.45 PM) 603 7784 6051 (Merchant Authorisation) Terminal Helpdesk: 603 6286 5222 (GHL Systems Bhd) 603 9212 0500/603 9212 0505 (Revenue Harvest (M) Sdn Bhd) 1800 88 2229 (Wirecard Payment Solutions (M) Sdn Bhd)
31	Global Payments Sdn Bhd	603 7723 6818